**METRO FAQS**

**365 Days of Service**
METRO offers bus service 365 days a year. Service may be limited on the holidays. Visit yourmetrobus.org for schedules.

**Lost Items**
METRO is not responsible for lost or stolen items. Call METRO Customer Care at 330.762.0345, with questions.

**Service Animals**
All METRO vehicles allow service animals on board. Pets or companion animals will not be transported on any METRO or contract vehicle, caged or otherwise.

**Travel Training**
METRO offers free travel training to groups or individuals in Summit County who are interested in learning how to ride the bus, read bus schedules, or use METRO’s bus tracking technology. Call 330-762-0345 and ask to speak to the Mobility Specialist or visit yourmetrobus.org.

**Art in Transit**
METRO’s Robert K. Pfaff Transit Center features two public art projects for local artists to design and display their works, giving passengers something to admire while they wait for their bus.

**METRO Goes Green!**
Public transportation saves the U.S. the equivalent of 4.2 billion gallons of gasoline annually. In 2022, METRO proudly introduced two electric buses to its fleet! At METRO, the Robert K. Pfaff Transit Center and former's 55,000-square-foot electric bus garage contain over 3,000 solar panels on their rooftops to generate energy. METRO also recycles trash for various uses.

**More Frequency**
Any route featuring a stopwatch runs every 15 minutes during peak hours.

**Bikes on Buses**
Bike racks are available on all METRO fixed-route buses.

**Accessibility**
METRO’s entire fleet is accessible and ADA compliant.

**All Buses Have Free WiFi**

**How do I use the BIKE RACKS?**

**Simple & Reliable**
Bike racks are available on all METRO fixed-route buses. All METRO fixed-route buses are equipped with bike racks. Take your bike along for the ride by following these simple steps:

**Step 1 & Get Ready**
• Remove all items from your bike. (Valid on METRO Direct only)

**Step 2: Locate Your Bike Rack**
• All bus operators are trained on proper loading and unloading of bikes. First, squeeze the release handle and slowly lower the bike rack. Then, tilt your bike into the rack and place the wheels in the slots. There are two other bikes in the rack, ensure your bike is the slot inward to the bus. Place the security bar up and over your bike to keep it safely in place. You will see a green triangle to signify your bike is inside the rack.

**Step 3: Load Your Bike**
• METRO bike racks are rated with 50 lb. weight limits and are designed to hold up to 10 bikes in 2 rows. 

**Step 4: Unload**
• When you’re nearing your stop, let the Bus Operator know you will be unloading your bike. To unload, lower the security bar then from your front tire and remove your bike from the bus rack. Place the bike rack in the same slot where your bike was unloading. A green triangle to signify your bike is out of the rack. Also, if you bike is no longer yours, you can get it refunded.